



Military Family Resource Centre Evaluation

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Abstract

The overarching aim of the current project was to measure the adherence of Canadian Military Family Resource Centres (C/MFRCs) to some basic principles and values as a way to assess the effectiveness of various C/MFRC programs and/or services. This was accomplished through the development and administration of the *Military Family Services Program (MFSP) Participant Survey*, which assessed the impact of existing programs and services using the following five sub-scales: principles, personal development and community integration, child and youth development and parenting support, family separation and reunion, and prevention, support and intervention. In general, the survey results were positive and did not show that any specific services or resources require significant change. There were no significant differences based on how men and women responded to any of the five sub-scales. However, significant differences were found on the child youth development and parenting support, family separation and reunion, and the prevention, support and intervention sub-scales based on how long the respondent and their families had been using the services at their current C/MFRC. In addition, significant differences were found based on the personal development and community integration sub-scale by whether respondents were a Canadian Forces (CF) member or a relative of a CF member. Finally, significant differences were found on the family separation and reunion scale based on whether respondents participated at a C/MFRC located on an Army, Navy, Air Force or All Services base. Although no services or resources require significant improvements several recommendations are suggested.

Résumé

Le but global du projet actuel était de mesurer l'adhésion des Centres de ressources pour les familles des militaires canadiens (CRFM/C) à certains principes et valeurs de base de façon à évaluer l'efficacité des divers programmes et services offerts par les CRFM/C. Ce but a été atteint grâce à l'élaboration et à l'administration du *Sondage des participants au Programme des services aux familles des militaires (PSFM)*, qui a permis d'évaluer les conséquences des programmes et services existants au moyen de cinq sous-échelles, soit celles des principes, du développement personnel et de l'intégration communautaire, du soutien au développement des enfants et des jeunes et au rôle parental, du soutien à la séparation et à la réunion des familles ainsi que de la prévention, du soutien et de l'intervention. En général, les résultats du sondage ont été positifs et n'indiquaient pas la nécessité que des changements importants soient apportés à aucun service ou à aucune ressource spécifiques. Il n'y a pas eu de différences considérables quant à la façon dont les hommes et les femmes ont répondu aux questions de chacune des cinq sous-échelles. Cependant, des différences importantes ont été constatées entre les réponses des sous-échelles du soutien au développement des enfants et des jeunes et au rôle parental, du soutien à la séparation et à la réunion des familles ainsi que de la prévention, du soutien et de l'intervention en fonction des années d'utilisation par le répondant et sa famille des services offerts à leur CRFM/C actuel. De plus, des différences importantes ont été constatées dans les réponses de la sous-échelle du développement personnel et de l'intégration communautaire selon que le répondant était un membre des Forces canadiennes (FC) ou un membre de la famille de ce dernier. Enfin, des différences importantes ont été constatées entre les réponses de la sous-échelle du soutien à la séparation et à la réunion des familles selon que les répondants participaient aux activités d'un CRFM/C situé dans une base de l'Armée de terre, dans une base de la Marine, dans une base aérienne ou dans une base où il y a tous les services. Bien que des améliorations importantes ne soient pas nécessaires pour aucun service ou aucune ressource, plusieurs recommandations sont émises.

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Executive summary

Military Family Resource Centre Evaluation:

Lisa M. Williams; Samantha Urban; DRDC CORA TM 2008-029; Defence R&D Canada – CORA; November 2008.

Introduction or background: Director Military Family Services (DMFS) is a component of the Personnel Support Programs Division of the Canadian Forces Personnel Support Agency (CFPSA). DMFS is responsible for the administration and operation of the Military Family Services Program (MFSP) for the Canadian Forces/Department of National Defence (CF/DND) (Director Military Family Services, 2007). Periodically, MFSP conducts an evaluation of programs available through Canadian/Military Family Resource Centres (C/MFRCs) to ensure CF members and their families are receiving the services they need.

Results: The overarching aim of the current project was to measure the adherence of MFRCs to some basic principles and values as a way to assess the effectiveness of various C/MFRC programs and/or services.

The survey contained 43 closed-ended items using a five-point Likert scale ranging from 1 (Strongly Disagree) to 5 (Strongly Agree). Twenty-one of these items made up five sub-scales including: principles, personal development and community integration, child and youth development and parenting support, family separation and reunion, and prevention, support and intervention.

The responses to the items in the principles sub-scale, as well as the sub-scale as a whole were positive ($M = 4.30$). Although respondents agreed with all items in this sub-scale, respondents showed the most favourable response toward being treated with respect by their C/MFRC (92.1%) and the least favourable response toward opportunities for members of one's family to be involved with the C/MFRC (77.7%).

The overall average on the personal development and community integration sub-scale was also positive ($M = 4.01$). Although respondents agreed with three of the items, they showed the most favourable response toward their knowledge of services offered at their C/MFRC (86.6%). Respondents demonstrated the least amount of agreement toward whether their family members were able to make a successful employment transition when they moved into their community (53.6%).

Similarly, the overall average on the child and youth development and parenting support sub-scale was positive ($M = 4.05$). Respondents showed the most favourable response towards having access to information and resources on children and youth (86.8%). Respondents indicated the least amount of agreement regarding whether they were able to obtain emergency respite childcare services when their family member was deployed (54.9%).

The overall average ($M = 3.94$) on the family separation and reunion sub-scale indicates that respondents were somewhat neutral toward the level of family separation and reunion support they had received. Respondents showed the most favourable response toward effectively managing deployment related separation and reunion (72.8%).

Finally, the overall average on the prevention, support and intervention sub-scale ($M = 3.93$) indicates that respondents were somewhat neutral toward the prevention, support and intervention they received. Respondents showed the most favourable response toward having access to information on general health and lifestyle issues (76.1%). Respondents demonstrated the least amount of agreement toward receiving support when dealing with a crisis (66.6%).

Significance: There were no significant differences based on how men and women responded to any of the five sub-scales. However, significant differences were found on the child and youth development and parenting support, family separation and reunion, and the prevention, support and intervention sub-scales based on how long the respondent and their families had been using the services at their current C/MFRC. In addition, significant differences were found based on the personal development and community integration sub-scale by whether respondents were a CF member or a relative of a CF member. Finally, significant differences were found on the family separation and reunion scale based on whether respondents participated at a C/MFRC located on an Army, Navy, Air Force or All Services base.

Future plans: In general, the survey results were positive and show that there are currently not any specific services or resources that require significant and/or immediate improvements. That being said, there is always room for improvement and it would only lead to positive outcomes if changes were to be implemented to further improve the services and resources of the C/MFRCs as a whole.

Sommaire

Military Family Resource Centre Evaluation:

Lisa M. Williams; Samantha Urban; DRDC CORA TM 2008-029; R & D pour la défense Canada – CORA; Novembre 2008.

Introduction : Le Directeur – Soutien aux familles des militaires (DSFM) est une composante de la Division des programmes de soutien du personnel de l'Agence de soutien du personnel des Forces canadiennes (ASPFC). Le DSFM est chargé de l'administration et du fonctionnement du Programme des services aux familles des militaires (PSFM) pour les Forces canadiennes et le ministère de la Défense nationale (FC/MDN) (Directeur – Soutien aux familles des militaires, 2007). De façon périodique, une évaluation des programmes offerts dans les Centres de ressources pour les familles des militaires canadiens (CRFM/C) est effectuée dans le cadre du PSFM pour vérifier si les membres des FC et leur famille reçoivent les services dont ils ont besoin.

Résultats : Le but global du projet actuel était de mesurer l'adhésion des Centres de ressources pour les familles des militaires canadiens (CRFM/C) à certains principes et valeurs de base de façon à évaluer l'efficacité des divers programmes et services offerts par les CRFM/C.

Le sondage comptait 43 questions fermées et se servait d'une échelle de Likert à cinq points allant de 1 (Pas du tout d'accord) à 5 (Fortement d'accord). Vingt-et-une de ces questions constituaient cinq sous-échelles, soit celles des principes, du développement personnel et de l'intégration communautaire, du soutien au développement des enfants et des jeunes et au rôle parental, du soutien à la séparation et à la réunion des familles ainsi que de la prévention, du soutien et de l'intervention.

Les réponses aux questions de la sous-échelle des principes ont été positives, de même que la sous-échelle dans sa totalité ($M = 4,30$). Bien que les répondants soient d'accord avec toutes les questions de cette sous-échelle, ils ont donné la réponse la plus favorable envers le fait d'être traités avec respect dans leur CRFM/C (92,1 %) et la réponse la moins favorable envers la possibilité pour les membres de la famille de jouer un rôle dans le CRFM/C (77,7 %).

La moyenne globale de la sous-échelle du développement personnel et de l'intégration communautaire était également positive ($M = 4,01$). Bien que les répondants soient d'accord avec trois des questions, ils ont donné la réponse la plus favorable envers leur connaissance des services offerts à leur CRFM/C (86,6 %). Les répondants ont été le moins d'accord avec l'énoncé selon lequel la transition professionnelle des membres de leur famille a été réussie lorsqu'ils ont déménagé dans leur communauté (53,6 %).

De même, la moyenne globale de la sous-échelle du soutien au développement des enfants et des jeunes et au rôle parental était positive ($M = 4,05$). Les répondants ont donné la réponse la plus favorable à la question de l'accès à des renseignements et à des ressources sur les enfants et les jeunes (86,8 %). Les répondants ont été le moins d'accord avec l'énoncé selon lequel ils ont été en mesure d'obtenir des services de garde de relève lorsque le membre de leur famille était en déploiement (54,9 %).

La moyenne globale ($M = 3,94$) de la sous-échelle du soutien à la séparation et à la réunion des familles indique que les répondants étaient plutôt neutres en ce qui concerne le niveau de soutien qu'ils ont reçu sur ce plan. Les répondants ont donné la réponse la plus favorable à l'énoncé selon lequel ils ont pu bien composer avec la séparation et la réunion causées par un déploiement (72,8 %).

Enfin, la moyenne globale de la sous-échelle de la prévention, du soutien et de l'intervention ($M = 3,93$) indique que les répondants étaient plutôt neutres par rapport aux services de prévention, de soutien et d'intervention qu'ils ont reçus. Les répondants ont donné la réponse la plus favorable à l'énoncé sur l'accès à de l'information les ayant aidés à comprendre des questions générales en matière de santé et de mode de vie (76,1 %). Les répondants ont été le moins d'accord avec l'énoncé selon lequel ils ont reçu le soutien nécessaire lorsqu'ils vivaient une crise (66,6 %).

Importance : Il n'y a pas eu de différences considérables quant à la façon dont les hommes et les femmes ont répondu aux questions de chacune des cinq sous-échelles. Cependant, des différences importantes ont été constatées entre les réponses des sous-échelles du soutien au développement des enfants et des jeunes et au rôle parental, du soutien à la séparation et à la réunion des familles ainsi que de la prévention, du soutien et de l'intervention en fonction des années d'utilisation par le répondant et sa famille des services offerts à leur CRFM/C actuel. De plus, des différences importantes ont été constatées dans les réponses de la sous-échelle du développement personnel et de l'intégration communautaire selon que le répondant était un membre des Forces canadiennes (FC) ou un membre de la famille de ce dernier. Enfin, des différences importantes ont été constatées entre les réponses de la sous-échelle du soutien à la séparation et à la réunion des familles selon que les répondants participaient aux activités d'un CRFM/C situé dans une base de l'Armée de terre, dans une base de la Marine, dans une base aérienne ou dans une base où il y a tous les services.

Perspectives : En général, les résultats du sondage ont été positifs et n'indiquaient pas la nécessité que des changements importants soient apportés à aucun service ou à aucune ressource spécifiques. Ceci étant dit, il y a toujours place à l'amélioration, et cela n'entraînerait que des résultats positifs si des modifications étaient apportées en vue d'améliorer encore davantage les services et les ressources offerts dans l'ensemble des CRFM/C.

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1 Introduction

1.1 Background

Director Military Family Services (DMFS) is a component of the Personnel Support Programs Division of the Canadian Forces Personnel Support Agency (CFPSA). DMFS is responsible for the administration and operation of the Military Family Services Program (MFSP) for the Canadian Forces/Department of National Defence (CF/DND) (Director Military Family Services, 2007). Periodically, MFSP conducts an evaluation of programs available through Canadian/Military Family Resource Centres (C/MFRCs) to ensure CF members and their families are receiving the services they need.

There are a total of 41 C/MFRCs throughout Canada and abroad. These centres offer a variety of resources including: second language services, prevention, support and intervention, personal development, community integration, child and youth development, parenting support, family separation and reunion, information and referral services. The 2001 Annual Report to the Standing Committee on National Defence and Veterans Affairs (SCONDVA) on Quality of Life in the Canadian Forces included several recommendations for the C/MFRCs such as: 1) ensuring that adequate support is available for families who are affected by deployments; and, 2) employment counselling for spouses of CF members (2001 Annual Report to the Standing Committee on National Defence and Veterans Affairs on Quality of Life in the Canadian Forces, 2004).

1.2 Aim

The overarching aim of the current project was to measure the adherence of MFRCs to some basic principles and values as a way to assess the effectiveness of various C/MFRC programs and/or services. In particular, DMFS was interested in assessing the impact of existing programs and services in the following areas:

1. MFRC principle values¹;
2. Personal development and community integration;
3. Child and youth development and parenting support;
4. Family separation and reunion; and,
5. Prevention, support and intervention.

This was accomplished through the development and administration of the *MFSP Participant Survey*.

¹ For a complete description of the MFRC principles and values, please see Director Military Family Services, 2004.

2 Methodology

2.1 Population and Survey Distribution

2.1.1 Population of Interest

The population of interest was any individual who used the services of a C/MFRC at any base, including C/MFRCs located abroad. Only one individual per family (at least 18 years of age) was able to complete a survey. Participants could be a CF member or a spouse/partner, parent or relative of a CF member. These participation requirements allowed civilian members who used C/MFRC services to also provide their feedback.

2.1.2 Sample Characteristics

Table 1 outlines the C/MFRC locations where surveys were administered and the number of responses (n) received from each location.

Table 1. C/MFRC Locations in Canada and Abroad

Location	N	Location	n	Location	n	Location	n
Bagotville	34	Gagetown	212	Moose Jaw	75	Toronto	12
Borden	133	Gander	25	Naples	21	Trenton	152
Brussels	6	Geilenkirchen	141	NCR	141	United Kingdom	36
Calgary	26	Goose Bay	18	North Bay	32	Valcartier	43
Central Saskatchewan	35	Greenwood	191	Petawawa	128	Wainwright	36
Cold Lake	221	Halifax	116	Rome, NY	14	Winnipeg	77
Colorado Springs	40	Kingston	—	SHAPE ²	36	Yellowknife	—
Comox	65	Mainland B.C.	20	Shearwater	86		
Edmonton	54	Meaford	21	Shilo	55		
Elmendorf	16	Moncton	14	St. John's	25		
Esquimalt	80	Montreal	33	Suffield	44		

² SHAPE is located in Mons, Belgium

Overall, 2550 respondents completed the *MFSP Participant Survey* from 39 C/MFRCs³. Of these, just under three quarters (73%) were women. Almost half (45%) of all respondents were between the ages of 31 and 40, and a majority (58%) were either the spouse or partner of a CF member. As Figure 1 indicates, close to half of all respondents (44%) had been in their current posting for over three years.

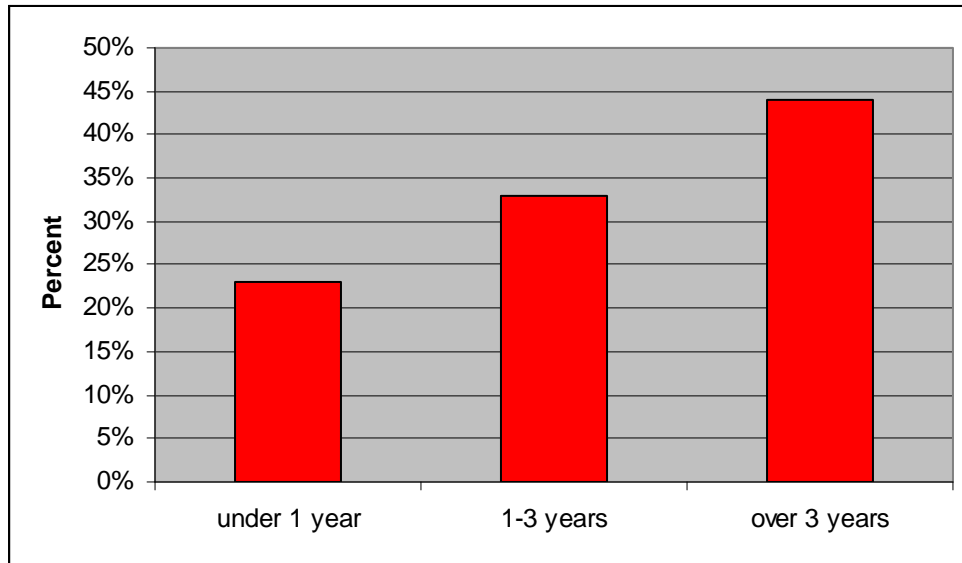


Figure 1. Length of Time in Current Posting

In terms of the length of time respondents had been participating in C/MFRC programs, the responses were almost equal across the three time periods of under 1 year, 1-3 years and over 3 years (33%, 34% and 33% respectively).

As only one individual per household was supposed to complete the survey, respondents had the opportunity to describe up to five additional family members that have participated in C/MFRC programs. As Table 2 shows, almost half (47%) of these additional family members were 11 years old or younger. In all, two-thirds (66%) participated in C/MFRC programs two times or less per month.

³ Neither the Kingston or Yellowknife C/MFRCs were included in the analysis. The respondents at the Kingston C/MFRC completed an older version of the survey that was different from the current version and the Yellowknife C/MFRC chose not to participate in the study.

Table 2. Additional Family Member Characteristics

	Person 1		Person 2		Person 3		Person 4		Person 5		Total	
	n	%	N	%	n	%	n	%	n	%	n	%
Gender												
Female	1020	48.5	716	47.6	441	48.3	145	46.2	39	43.3	2361	48.0
Male	1082	51.5	787	52.4	472	51.7	169	53.8	51	56.7	2561	52.0
Total	2102	100	1503	100	1637	100	314	100	90	100	4922	100
Age												
0-5	402	19.1	494	32.7	306	33.2	112	35.0	28	32.9	1342	27.1
6-11	236	11.2	397	26.3	257	27.9	89	27.8	23	27.1	1002	20.2
12-17	154	7.3	274	18.1	181	19.6	61	19.1	15	17.6	685	13.8
18-25	109	5.2	76	5.0	51	5.5	15	4.7	3	3.5	254	5.1
26-30	192	9.1	41	2.7	17	1.8	7	2.2	5	5.9	262	5.3
31-40	569	27.1	122	8.1	61	6.6	19	5.9	6	7.1	777	15.7
41-50	358	17.0	88	5.8	44	4.8	12	3.8	3	3.5	505	10.2
51+	80	3.8	19	1.3	5	0.5	5	1.6	2	2.4	111	2.2
Total	2100	100	1511	100	922	100	320	100	85	100	4938	100
Participation/Month												
Less than 1	893	43.2	568	38.2	388	43.0	131	42.0	44	50.6	2024	41.7
1-2	491	23.8	360	24.2	229	25.4	79	25.3	25	28.7	1184	24.3
3-4	246	11.9	229	15.4	117	13.0	45	14.4	9	10.3	646	13.3
5-6	110	5.3	82	5.5	51	5.6	20	6.4	2	2.3	265	5.4
7+	326	15.8	246	16.6	118	13.1	37	11.9	7	8.0	734	15.1
Total	2066	100	1485	100	1647	100	312	100	87	100	4853	100

2.1.3 Survey

The survey contained 43 closed-ended items. Twenty-one of these items made up five sub-scales including: principles, personal development and community integration, child and youth development and parenting support, family separation and reunion, and prevention, support and intervention. An external consultant created these sub-scales on behalf of DMFS. These scales had been previously validated and used by DMFS (Director Military Family Services, 2004).

This was followed by a series of items regarding the respondent and their family members including demographic information and participation at their local C/MFRC. Please refer to ANNEX A for the *MFSP Participant Survey*.

2.2 Procedure

As each C/MFRC did not have a list of names of potential survey respondents, convenience sampling was used. DMFS administered a paper and pencil survey on site to participants visiting their respective C/MFRC over a two-week period beginning 11 February 2006. The survey was presented in both official languages and stated that the responses would be both anonymous and confidential. At the end of the two-week period, each C/MFRC shipped their collected surveys to Director Personnel Applied Research⁴ (D Pers AR) so the surveys could be scanned, and the data cleaned and analyzed.

⁴ Since the time of data collection D Pers AR has been renamed Director Military Personnel Operational Research and Analysis (DMPORA)

3 Results

Results relate to the overall perception of all C/MFRCs. Each section below outlines the results obtained from each of the five sub-scales in the survey including: the principles sub-scale, the personal development and community integration sub-scale, the child and youth development and parenting support sub-scale, the family separation and reunion sub-scale and, the prevention, and support intervention sub-scale. Each sub-scale was developed and validated in previous research by DMFS (Director Military Family Services, 2004). Both scale analysis and individual item analysis was conducted. Group differences were performed based on years using services, base environment, gender and CF affiliation.

3.1 Principles

The principles sub-scale asked respondents to evaluate the underlying values of C/MFRCs manifested by how they were treated at their respective C/MFRC. The sub-scale is composed of four items using a five-point Likert scale ranging from 1 (Strongly Disagree) to 5 (Strongly Agree)⁵.

3.1.1 Levels of Agreement and Disagreement

Table 3 outlines the combined disagreement and agreement percentages for the four principles items.⁶

Table 3. Principles Sub-Scale Item Percentages

Item	Disagree	Neutral	Agree
1. Staff members of this Military Family Resource Centre treated our family with respect.	3.3	4.6	92.1
2. When we participated in Military Family Resource Centre services, our strengths and abilities were recognized.	4.6	17.4	78.0
3. I am confident that the Military Family Resource Centre and its staff kept confidential any personal information we provided.	4.5	9.2	86.3
4. When we wanted to get involved, there were opportunities for members of my family to participate in planning, providing and evaluating the services of the Military Family Resource Centre.	6.8	15.4	77.7

⁵ The survey included a 'Does Not Apply To Us' response option. However, for the purpose of these analyses as well as all other analyses found in the report these responses were recoded as missing data.

⁶ Percentages in this and every other table like it are based on collapsing the two disagreement and two agreement categories. For results including the 'Does Not Apply To Us' category, see Annex B.

As Table 3 shows, respondents indicated the most favourable response toward being treated with respect by their C/MFRC (92.1%) and the least favourable response toward opportunities for members of ones family to be involved with the C/MFRC (77.7%).

3.1.2 Between Group Differences

Mean scores (M) and standard deviations (SD) for each item are presented in Table 4. The responses to the items in this sub-scale, as well as the overall average score were positive, ($M = 4.30$). Internal reliability of this subset of items was high (Chronbach's $\alpha = .87$).

Table 4. Means and Standard Deviations on the Principles Sub-Scale

Item	M	SD	n
1. Staff members of this Military Family Resource Centre treated our family with respect.	4.54	0.83	2405
2. When we participated in Military Family Resource Centre services, our strengths and abilities were recognized.	4.10	0.91	2107
3. I am confident that the Military Family Resource Centre and its staff kept confidential any personal information we provided.	4.36	0.91	2379
4. When we wanted to get involved, there were opportunities for members of my family to participate in planning, providing and evaluating the services of the Military Family Resource Centre.	4.11	0.99	2004

1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree

An analysis was conducted to determine whether gender played a role in the way participants felt they were treated by their C/MFRC. Based on gender, there were no significant differences among respondents, $t(2422) = 1.59, ns$. The mean and standard deviations for each group can be found in Table 5.

Table 5. Means and Standard Deviations on the Principles Sub-Scale by Gender

Gender	M	SD	n
Female	4.32	0.77	1786
Male	4.26	0.76	638

1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree

An analysis was also conducted to determine whether being a CF member or a relative of a CF member affected how participants felt they were treated by their C/MFRC. There were no significant differences among respondents based on whether they were a CF member

or a relative⁷, $t(2349) = -.11, ns$. In fact, the mean responses were identical on this sub-scale. The mean and standard deviations for each group can be found in Table 6.

Table 6. Means and Standard Deviations on the Principles Sub-Scale by CF Affiliation

CF Affiliation	M	SD	n
CF Member	4.30	0.76	847
Relative	4.30	0.76	1504

1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree

In addition, there were no significant differences among respondents based on whether the respondents participated at a C/MFRC located on an Army base, Navy base, Air Force base, or an All Services base⁸, $F(3, 2471) = .37, ns$. The means and standard deviations for each group can be found in Table 7.

Table 7. Means and Standard Deviations on the Principles Sub-Scale by Base Environment

Base Environment	M	SD	n
Army	4.31	0.79	603
Navy	4.33	0.79	218
Air Force	4.31	0.75	951
All Services	4.28	0.76	703

1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree

Furthermore, there were no differences among respondents based upon how long they and their families had been using the services in the community, $F(2, 2405) = .25, ns$. The means and standard deviations for each group can be found in Table 8.

⁷ The response categories “spouse/partner”, “partner”, and “relative” were collapsed to form the category “relative”. Due to the small number of respondents who indicated “other”, this data was recoded as missing for these analyses.

⁸ Data was recoded to group C/MFRC centres by the base environment. C/MFRCs included under Army are: Edmonton, Gagetown, Meaford, Montreal, Petawawa, Shilo, Suffield, Valcartier, and Wainwright. C/MFRCs included under Navy are: Esquimalt, Halifax and St. John’s. C/MFRCs included under Air Force are: Bagotville, Cold Lake, Comox, Gander, Greenwood, Moose Jaw, North Bay, Shearwater, Trenton, and Winnipeg. C/MFRCs included under All Services are: Borden, Brussels, Calgary, Central Saskatchewan, Colorado Springs, Elmendorf, Geilenkirchen, London, Mainland BC, Moncton, Naples, NCR, Rome NY, SHAPE, Toronto, and the United Kingdom.

Table 8. Means and Standard Deviations on the Principles Sub-Scale by Years Using Services

Years using Services in Community	M	SD	n
Under 1 year	4.31	0.76	767
1 – 3 years	4.29	0.74	832
Over 3 years	4.32	0.81	809

1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree

3.2 Personal Development and Community Integration

This sub-scale asked respondents to evaluate the level of personal development and community integration they attained at their respective C/MFRC. The sub-scale is composed of six items using a five-point Likert scale ranging from 1 (Strongly Disagree) to 5 (Strongly Agree).

3.2.1 Levels of Agreement and Disagreement

Table 9 outlines the combined disagreement and agreement percentages for the six personal development and community integration items.

Table 9. Personal Development and Community Integration Sub-Scale Item Percentages

ITEM	Disagree	Neutral	Agree
1. I am aware of the various services offered by my local Military Family Resource Centre.	5.8	07.6	86.6
2. When we first arrived, members of my family felt welcomed in this community.	9.9	15.8	74.2
3. When moving into this community, civilian members of my family were able to make a successful employment transition.	27.1	19.3	53.6
4. When moving into this community, civilian members of my family were able to make a successful educational transition.	11.5	16.2	72.3
5. Members of my family have had access to services and resources that supported their skill development of personal growth.	7.9	17.1	74.9
6. Members of my family had opportunities to learn the predominant language of this community.	6.5	16.5	77.0

As Table 9 shows, respondents showed the most favourable response toward their knowledge of services offered at their C/MFRC (86.6%). Respondents had the least amount of agreement toward whether their family members were able to make a successful employment transition when they moved into their community (53.6%).

3.2.2 Between Group Differences

Mean scores and standard deviations for each item are presented in Table 10. Overall, this sub-scale had a positive average response ($M = 4.01$). Internal reliability of this subset of items was high (Chronbach's $\alpha = .84$).

Table 10. Means and Standard Deviations on the Personal Development and Community Integration Sub-Scale

Item	M	SD	n
1. I am aware of the various services offered by my local Military Family Resource Centre.	4.26	0.92	2493
2. When we first arrived, members of my family felt welcomed in this community.	4.01	1.06	2274
3. When moving into this community, civilian members of my family were able to make a successful employment transition.	3.40	1.33	1585
4. When moving into this community, civilian members of my family were able to make a successful educational transition.	3.90	1.08	1428
5. Members of my family have had access to services and resources that supported their skill development of personal growth.	3.97	0.96	2124
6. Members of my family had opportunities to learn the predominant language of this community.	4.08	0.96	1395

1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree

There were no significance differences among respondents when compared by gender, $t(2469) = .05$, *ns*. The mean and standard deviations for each group can be found in Table 11.

Table 11. Means and Standard Deviations on the Personal Development and Community Integration Sub-Scale by Gender

Gender	M	SD	n
Female	4.01	0.79	1810
Male	4.01	0.80	661

1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree

Responses were significantly different based on whether the participant was a CF member or a relative, $t(2398) = 2.15$, $p < .05$. CF members were slightly more likely to agree ($M = 4.05$) with the sub-scale items than were relatives of CF members ($M = 3.98$). The mean and standard deviations for each group can be found in Table 12.

Table 12. Means and Standard Deviations on the Personal Development and Community Integration Sub-Scale by CF Affiliation

CF Affiliation	M	SD	n
CF Member	4.05	0.80	880
Relative	3.98	0.78	1520

1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree

However, there were no differences among respondents based on what kind of base the C/MRC was located on, $F(3, 2520) = .57, ns$. The means and standard deviations for each group can be found in Table 13.

Table 13. Means and Standard Deviations on the Personal Development and Community Integration Sub-Scale by Base Environment

Base Environment	M	SD	n
Army	4.00	0.80	616
Navy	4.01	0.81	220
Air Force	4.03	0.77	971
All Services	3.98	0.79	717

1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree

Furthermore, there were no differences among respondents based upon how long they and their families had been using the services in the community, $F(2, 2448) = 2.84, ns$. The means and standard deviations for each group can be found in Table 14.

Table 14. Means and Standard Deviations on the Personal Development and Community Integration Sub-Scale by Years Using Services

Years using Services in Community	M	SD	n
Under 1 year	4.00	0.77	797
1-3 years	3.98	0.76	838
Over 3 years	4.07	0.80	816

1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree

3.3 Child and Youth Development and Parenting Support

The child and youth development and parenting support sub-scale asked respondents to evaluate the child and youth development services as well as the parenting support that respondents received at their respective C/MFRC. The sub-scale is composed of five items using a five-point Likert scale ranging from 1 (Strongly Disagree) to 5 (Strongly Agree).

3.3.1 Levels of Agreement and Disagreement

Table 15 outlines the combined disagreement and agreement percentages for the five child and youth development and parenting support items.

Table 15. Child and Youth Development and Parenting Support Sub-Scale Item Percentages

Item	Disagree	Neutral	Agree
1. Our preschoolers and children have sufficient opportunities to interact with others.	5.7	9.6	84.7
2. As a parent, I have access to information and resources relevant to children and youth.	4.0	9.3	86.8
3. My family has plans for child care arrangements in the event of an emergency.	16.7	16.4	66.9
4. When my family member was deployed and I really needed it, I was able to obtain emergency respite child care services.	16.7	28.4	54.9
5. Generally speaking, I have been able to obtain affordable casual child care that met my needs.	14.8	16.1	69.1

As Table 15 shows, respondents showed the most favourable response towards having access to information and resources on children and youth (86.8%). Respondents indicated the least amount of agreement regarding whether they were able to obtain emergency respite childcare services when their family member was deployed (54.9%).

3.3.2 Between Group Differences

Mean scores and standard deviations for each item are presented in Table 16. Overall, this sub-scale had a positive average response ($M = 4.05$). Internal reliability of this subset of items was high (Chronbach's $\alpha = .84$).

Table 16. Means and Standard Deviations on the Child and Youth Development and Parenting Support Sub-Scale

Item	M	SD	n
1. Our preschoolers and children have sufficient opportunities to interact with others.	4.27	0.94	1733
2. As a parent, I have access to information and resources relevant to children and youth.	4.27	0.85	1978
3. My family has plans for childcare arrangements in the event of an emergency.	3.79	1.19	1698
4. When my family member was deployed and I really needed it, I was able to obtain emergency respite childcare services.	3.64	1.22	694
5. Generally speaking, I have been able to obtain affordable casual child care that met my needs.	3.84	1.20	1397

1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree

There were no significant differences among respondents when compared by gender, $t(1999) = .84, ns$. The mean and standard deviations for each group can be found in Table 17.

Table 17. Means and Standard Deviations on the Child and Youth Development and Parenting Support Sub-Scale by Gender

Gender	M	SD	n
Female	4.04	0.84	1476
Male	4.08	0.77	525

1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree

There were also no significant differences among respondents based on whether they were a CF member or a relative, $t(1939) = 1.92, ns$. The mean and standard deviations for each group can be found in Table 18.

Table 18. Means and Standard Deviations on the Child and Youth Development and Parenting Support Sub-Scale by CF Affiliation

CF Affiliation	M	SD	n
CF Member	4.09	0.81	694
Relative	4.02	0.82	1247

1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree

In addition, there were no differences among respondents based on what kind of base the C/MFRC was located on, $F(3, 2031) = 2.18, ns$. The means and standard deviations for each group can be found in Table 19.

Table 19. Means and Standard Deviations on the Child and Youth Development and Parenting Support Sub-Scale by Base Environment

Base Environment	M	SD	n
Army	4.08	0.82	520
Navy	4.07	0.87	172
Air Force	4.07	0.82	812
All Services	3.97	0.83	531

1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree

However, responses significantly differed by the number of years respondents and their families had been using the services in the community, $F(2, 1988) = 6.61, p < .01$. The means and standard deviations for each group can be found in Table 20. Multiple comparisons using Bonferroni analysis indicated that respondents who had been in the community for less than one year showed slightly less agreement ($M = 3.95$) toward the sub-scale items than respondents who had been in the community for either one to three years ($M = 4.07$) or over three years ($M = 4.11$).

Table 20. Means and Standard Deviations on the Child and Youth Development and Parenting Support Sub-Scale by Years Using Services

Years using Services in Community	M	SD	n
Under 1 year	3.95	0.81	556
1-3 years	4.07	0.78	712
Over 3 years	4.11	0.85	723

1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree

3.4 Family Separation and Reunion

This sub-scale asked respondents to evaluate how they were able to manage their family separation and reunion with the help of the C/MFRC. The sub-scale is composed of two items using a five-point Likert scale ranging from 1 (Strongly Disagree) to 5 (Strongly Agree).

3.4.1 Levels of Agreement and Disagreement

Table 21 outlines the combined disagreement and agreement percentages for the two family separation and reunion sub-scale items.

Table 21. Family Separation and Reunion Sub-Scale Item Percentages

Item	Disagree	Neutral	Agree
1. My family had access to services to help us manage deployment related separation and reunion.	12.0	19.9	68.1
2. My family was able to effectively manage deployment related separation and reunion.	8.4	18.7	72.8

As Table 21 shows, the most favourable response was towards effectively managing deployment related separation and reunion (72.8%).

3.4.2 Between Group Differences

Mean scores and standard deviations for each item are presented in Table 22. Internal reliability of this subset of items was moderate ($r = .72$).

Table 22. Means and Standard Deviations on the Family Separation and Reunion Sub-Scale

Item	M	SD	n
1. My family had access to services to help us manage deployment related separation and reunion.	3.86	1.11	1170
2. My family was able to effectively manage deployment related separation and reunion.	3.98	1.03	1145

1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree

The average response to the items on this sub-scale indicates that respondents were somewhat neutral toward the level of family separation and reunion support they had received ($M = 3.94$). There were no significant differences among respondents when compared by gender, $t(714) = -.90$, *ns*. The means and standard deviations for each group can be found in Table 23.

Table 23. Means and Standard Deviations on the Family Separation and Reunion Sub-Scale by Gender

Gender	M	SD	n
Female	3.92	1.03	869
Male	3.97	0.90	345

1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree

There were also no significant differences among respondents based on whether they were a CF member or a relative, $t(952) = .80$, *ns*. The mean and standard deviations for each group can be found in Table 24.

Table 24. Means and Standard Deviations on the Family Separation and Reunion Sub-Scale by CF Affiliation

CF Affiliation	M	SD	n
CF Member	3.97	0.93	430
Relative	3.92	1.01	768

1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree

Interestingly, responses significantly differed by what kind of base the C/MFRC was located on, $F(3,1226) = 2.78, p < .05$. However, there were no significant differences among the different base environments⁹. Means and standard deviations for each group can be found in Table 25.

Table 25. Means and Standard Deviations on the Family Separation and Reunion Sub-Scale by Base Environment

Base Environment	M	SD	n
Army	4.02	0.97	305
Navy	4.05	0.89	157
Air Force	3.91	1.00	485
All Services	3.83	1.04	283

1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree

Furthermore, responses significantly differed by the number of years respondents and their families had been using the services in the community, $F(2,1198) = 3.49, p < .05$. The means and standard deviations for each group can be found in Table 26. Multiple comparisons using Bonferroni analysis indicated that respondents who had been in the community for less than one year showed slightly less agreement towards the sub-scale items ($M = 3.85$) than respondents who had been in the community for over three years ($M = 4.03$).

Table 26. Means and Standard Deviations on the Family Separation and Reunion Sub-Scale by Years Using Services

Years using Services in Community	M	SD	n
Under 1 year	3.85	0.95	296
1-3 years	3.89	0.96	406
Over 3 years	4.03	1.04	499

1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree

⁹ Although the ANOVA showed an overall significant difference, post-hoc testing using the Bonferroni correction, a conservative test, showed no significant differences among C/MFRCs located on Army, Navy, Air Force or All Services bases.

3.5 Prevention, Support and Intervention

The prevention, support and intervention sub-scale asked respondents to evaluate the level of support and intervention they had received regarding such areas as receiving support when dealing with a crisis, being referred to appropriate services and resources, and having access to information on health and lifestyle issues. The sub-scale is composed of four items using a five point Likert scale ranging from 1 (Strongly Disagree) to 5 (Strongly Agree).

3.5.1 Levels of Agreement and Disagreement

Table 27 outlines the combined agreement and disagreement percentages for the four prevention, support and intervention items.

Table 27. Prevention, Support and Intervention Sub-Scale Item Percentages

Item	Disagree	Neutral	Agree
1. My family has access to information to help us understand general health and lifestyle issues.	5.6	18.3	76.1
2. Members of my family feel connected to and supported by peers.	10.2	20.5	69.3
3. Members of my family were referred to appropriate community services and resources when they needed it.	8.3	16.9	74.8
4. When dealing with crisis, members of my family received the support they needed.	11.3	22.1	66.6

As Table 27 shows, respondents showed the most favourable response toward having access to information on general health and lifestyle issues. The least favourable response was toward receiving support when dealing with a crisis.

3.5.2 Between Group Differences

Mean scores and standard deviations for each item are presented in Table 28. Higher scores on this 5-point scale indicate more positive responses. Internal reliability of this subset of items was high (Chronbach's $\alpha = .87$).

Table 28. Means and Standard Deviations on the Prevention, Support and Intervention Sub-Scale

Item	M	SD	n
1. My family has access to information to help us understand general health and lifestyle issues.	3.99	0.90	2222
2. Members of my family feel connected to and supported by peers.	3.84	1.02	2268
3. Members of my family were referred to appropriate community services and resources when they needed it.	3.97	0.99	1889
4. When dealing with crisis, members of my family received the support they needed.	3.85	1.12	1104

1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree

The average response to the items on this sub-scale indicates that respondents were somewhat neutral toward the prevention, support and intervention they received ($M = 3.93$).

There were no significant differences among respondents when compared by gender, $t(1153) = -.47$, ns. The means and standard deviations for each group can be found in Table 29.

Table 29. Means and Standard Deviations on the Prevention, Support and Intervention Sub-scale by Gender

Gender	M	SD	n
Female	3.92	0.87	1729
Male	3.94	0.80	609

1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree

There were also no significant differences among respondents based on whether they were a CF member or a relative, $t(2279) = 1.45$, ns. The mean and standard deviations for each group can be found in Table 30.

Table 30. Means and Standard Deviations on the Prevention, Support and Intervention Sub-Scale by CF Affiliation

CF Affiliation	M	SD	n
CF Member	3.96	0.84	805
Relative	3.90	0.85	1476

1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree

In addition, there were no differences among respondents based on what kind of base the C/MFRC was located on, $F(3, 2377) = .84$, ns. The means and standard deviations for each group can be found in Table 31.

Table 31. Means and Standard Deviations on the Prevention, Support and Intervention Sub-Scale by Base Environment

Base Environment	M	SD	n
Army	3.91	0.86	580
Navy	4.01	0.79	209
Air Force	3.92	0.84	924
All Services	3.91	0.86	668

1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree

Responses did significantly differ by the number of years respondents and their families had been using the services in the community, $F(2,2329) = 6.69$, $p < .01$. The means and standard deviations for each group can be found in Table 32. Multiple comparisons using Bonferroni analysis indicated that respondents who had been in the community for less than one year showed slightly less agreement toward the sub-scale items ($M = 3.84$) than respondents who had been in the community for over three years ($M = 4.00$).

Table 32. Means and Standard Deviations on the Prevention, Support and Intervention Sub-Scale by Years Using Services

Years using Services in Community	M	SD	n
Under 1 year	3.84	0.86	724
1 – 3 years	3.93	0.81	814
Over 3 years	4.00	0.86	794

1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree

4 Discussion and Recommendations

4.1 Overall Results

In general, the survey results were positive and showed that there are currently not any specific services or resources that require significant and/or immediate changes. That being said, there is always room for improvement and it would only lead to positive outcomes if changes were to be implemented to further improve the services and resources of the C/MFRCs as a whole.

The principles sub-scale, relating to adherence to underlying values and policies, had the most positive responses overall, followed by the child and youth support and parenting support sub-scale, the personal development and community integration sub-scale, the family separation and reunion sub-scale and finally, the prevention, support and intervention sub-scale. This indicates that as a whole, C/MFRCs are doing a good job at keeping personal information confidential, treating families in a respectful manner, making sure that respondents are both made aware of the various services being offered and recognizing the strengths and abilities of their families. Respondents had the lowest agreement with prevention, support and intervention overall, which is related to the level of support and intervention respondents and their families had received regarding such areas as receiving support when dealing with a crisis, being referred to appropriate services and resources, and having access to information on health and lifestyle issues.

Regarding the personal development and community integration sub-scale, respondents indicated that the civilian members of their families were not always able to make successful employment transitions upon moving into the community. As a way to address this, it would be useful to examine the employment services that are currently provided to the families to see in what ways these can be improved. Respondents also indicated some concern regarding civilian members of their family being able to make a successful educational transition. Educational services should be examined to ease the transitions that face civilian family members who attend school.

In terms of the child and youth development and parenting support sub-scale, respondents indicated the least agreement with receiving emergency respite child care services when their CF family member was deployed. It would be useful to re-examine the current childcare services available to ensure that these services are not only affordable but also available when required¹⁰. Given the current endeavours that the CF is engaged in, emergency respite services could become increasingly important. A thorough examination of human and financial resources may help to identify the best course of action to facilitate a change.

¹⁰ It must be noted that a number of respondents chose the response “Does Not Apply To Us” on items relating to childcare, particularly to the item related to emergency respite child care services.

The family separation and reunion sub-scale revealed that services and resources in this area could also benefit from some improvement¹¹. Given that one of the current focuses of our military is to look at the quality of life of CF members and their families, it is essential that these services and resources meet, if not optimally exceed, the family members' needs. C/MFRCs should review the current deployment related separation and reunion services that are available and identify the specific areas that can be modified to better serve their community.

It must be noted that some of these items and recommendations coincide with those found in the 2001 SCONDVA report (2001 Annual Report to the Standing Committee on National Defence and Veterans Affairs on Quality of Life in the Canadian Forces, 2004). Therefore, it appears that there still may need to be work done these areas.

4.2 Between Group Differences

There were no significant differences based on how men and women responded to any of the five sub-scales. However, a difference was found on the personal development and community integration sub-scale based on whether the respondent was a CF member or a relative of a CF member. Relatives of CF members had less agreement with this sub-scale, which includes feeling welcomed into the community, making successful employment and educational transitions, learning the predominant language of the community or having access to services and resources that support skill development or personal growth. A possible explanation for this difference is that this sub-scale is related to family members, or 'relatives' rather than a CF member themselves. Therefore, a CF member might have perceived that their family members were integrating and transitioning into the community better than the relatives perceived themselves to be.

Finally, differences were found based on how long the respondent and their families had been using the services at their current C/MFRC. Respondents whose families had been using the services at the C/MFRC for less than one year were less likely to agree with the statements regarding child and youth development and parenting support than respondents whose families had been using the services for over a year. In addition, respondents whose families had been using the services at the C/MFRC for less than one year were consistently less likely to agree with the statements regarding family separation and reunion and prevention, support and intervention than respondents whose families had been using the services for over three years. This could be due to the logical assumption that these respondents had been using the services offered at their current C/MFRC for a shorter period of time, and therefore, were not as familiar with its specific resources and services. It is also possible that these respondents were posted to their community from another military base, and may have been comparing their current C/MFRC to previous C/MFRCs that they had used in the past. This speaks to the need for more and different forms of advertising on the existing programs and services, especially for those who are newer to the community. Overall, one of the few trends that we see coming out of this analysis is that respondents who have been using the programs and services at C/MFRCs

¹¹ Again, it must be noted that a number of respondents chose the response "Does Not Apply To Us" on items related to family separation and reunion.

for a longer period of time tend to provide higher ratings on the majority of the sub-scales than those respondents who have been using programs and services for a shorter period of time. However, it is important to bear in mind that although significant differences were found, the magnitudes of the differences were small in nature and may have been a consequence of the large sample size.

4.3 Methodological Limitations

4.3.1 Sampling Concerns

The sampling method and form of survey administration used in this study were far from ideal. There was no way to determine an accurate response rate for the obtained sample because no accurate data was provided on how many individuals were registered at each C/MFRC. Therefore we cannot be sure what proportion of C/MFRC users completed a survey, affecting the generalizability of the results.

This survey also only captured responses from individuals who, at the time the survey was administered, were currently using the services and resources that the C/MFRCs offered and may not have included those respondents who discontinued their C/MFRC service usage. In future administrations, non-users of C/MFRCs should be provided with the opportunity to complete the survey in order to examine any common denominators that may motivate their current lack of C/MFRC participation.

4.3.2 Administration Concerns

The planning and process for this study was developed prior to the involvement of D Pers AR. Although DMFS assured D Pers AR that plans and details had been worked out to ensure a systematic administration process, this was clearly not the case. Due to the fact that D Pers AR was not involved with the survey administration, it is unknown whether some C/MFRCs may have administered the survey in a different way or during different administration periods. Although administration guidelines were provided, some C/MFRCs may have chosen not to follow them.

4.3.3 Survey Content Concerns

Another limitation to this research relates to the survey content. Some of the respondents commented that some of the items were not as clear as they could have been and were not designed for all comprehension levels. In addition, it would be useful in the next survey administration to include items indicating both whether the respondent lives on or off base and where they participate in the majority of programs and services.

5 Conclusion

Overall, these findings demonstrate that C/MFRCs are successfully upholding their basic principles of respectful service to their users and ensuring confidentiality of all recorded information. Although C/MFRCs are providing resources and services that are positive overall, efforts should be made to ensure that the needs of the C/MFRC users are continuing to be met and improved upon. Specifically, efforts should be concentrated in the areas of employment and educational transitions, child care, and deployment related resources and services.

References

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<http://www.cfpsa.com/en/psp/dmfs/about.asp>.
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Annex A MFSP Participant Survey

The purpose of this survey is to obtain information about your experiences in your community and with your Military Family Resource Centre. Your responses will provide feedback to staff members of your centre and this feedback is used to ensure that high quality and needed programming is provided to military families. Your responses are also part of the information that is used by the Director Military Family Services to manage the Military Family Services Program as a whole.

Your information is provided anonymously and will be reported in a way that it will not be possible to identify any individual participant's responses.

This survey should take about 10 minutes. The information you provide is very important and we hope that you will agree to complete this questionnaire. However, you do have the right to not participate or to skip any question you would rather not answer. Instructions on completing the survey:

- Read questions carefully;
- Answer questions as best you can, choosing answer that best fits your experience;
- Make dark marks that fill the oval completely;
- Erase cleanly any mark you change;
- Make no stray marks;
- Do not fold the survey.

Please read the following instruction carefully before filling out the survey.

Please respond to the scaled questions by filling in one bubble per section using the pencil provided.

1 2 3 4 5 9
 ① ● ③ ④ ⑤ ⑨

If you change your mind about your responses, please put an X through the incorrect bubble and fill in the correct answer.

1 2 3 4 5 9
 ① ● ③ ✕ ⑤ ⑨

Please check the Military Family Resource Centre about which you are completing this survey:

<input type="checkbox"/> Bagotville	<input type="checkbox"/> Esquimalt	<input type="checkbox"/> Meaford	<input type="checkbox"/> Shilo
<input type="checkbox"/> Borden	<input type="checkbox"/> Gagetown	<input type="checkbox"/> Moncton	<input type="checkbox"/> St. John's
<input type="checkbox"/> Calgary	<input type="checkbox"/> Gander	<input type="checkbox"/> Montreal	<input type="checkbox"/> Suffield
<input type="checkbox"/> Cold Lake	<input type="checkbox"/> Goose Bay	<input type="checkbox"/> Moose Jaw	<input type="checkbox"/> Toronto
<input type="checkbox"/> Colorado Springs	<input type="checkbox"/> Greenwood	<input type="checkbox"/> NCR	<input type="checkbox"/> Trenton
<input type="checkbox"/> Comox	<input type="checkbox"/> Halifax	<input type="checkbox"/> North Bay	<input type="checkbox"/> Valcartier
<input type="checkbox"/> Dundurn	<input type="checkbox"/> Kingston	<input type="checkbox"/> Petawawa	<input type="checkbox"/> Wainwright
<input type="checkbox"/> Edmonton	<input type="checkbox"/> London	<input type="checkbox"/> Rome NY	<input type="checkbox"/> Winnipeg
<input type="checkbox"/> Elmendorf	<input type="checkbox"/> Mainland B.C.	<input type="checkbox"/> Shearwater	<input type="checkbox"/> Yellowknife

This survey has been reviewed by DHRRE and is authorized for administration within DND/CF in accordance with CANFORGEN 145/02 ADMHRMIL 079 UNCLASS 131028Z DEC 02. Authorization number: 416/05.

First, we would like to ask you some questions about how you and your family were treated in this centre. Please indicate the extent of your agreement or disagreement with each of the following statements.

	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree		9 Does not Apply to us			
					1	2	3	4	5	9
1. Staff members of this Military Family Resource Centre treated our family with respect.	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩
2. When we participated in Military Family Resource Centre services, our strengths and abilities were recognized.	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩
3. I am confident that the Military Family Resource Centre and its staff kept confidential any personal information we provided.	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩
4. When we wished to get involved, there were opportunities for members of my family to participate in planning, providing and evaluating the services of the Military Family Resource Centre.	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩
5. I am aware of the various services offered by my local Military Family Resource Centre.	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩

In the following section we are interested in your family's experiences in the community in which you live. We are interested in your family's experiences, whether you participated in a service provided by your local military family resource centre, in a program offered by another community organization, or no program at all. Please indicate the extent to which you agree or disagree with each of the following statements.

	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree		9 Does not Apply to us			
					1	2	3	4	5	9
6. When we first arrived, members of my family felt welcomed in this community.	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩
7. When moving into this community, civilian members of my family were able to make a successful employment transition.	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩
8. When moving into this community, civilian members of my family were able to make a successful educational transition.	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩
9. Members of my family have had access to services and resources that supported their skill development or personal growth.	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩
10. Members of my family have had opportunities to learn the predominant language of this community.	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩
11. Our preschoolers and children have sufficient opportunities to interact with others.	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩
12. As a parent, I have access to information and resources relevant to children and youth.	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩
13. My family has plans for child care arrangements in the event of an emergency.	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩

1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree		9 Does not Apply to us			
				1	2	3	4	5	9
14. When my family member was deployed, and I really needed it, I was able to obtain emergency respite child care services.				①	②	③	④	⑤	⑨
15. Generally speaking, I have been able to obtain affordable casual child care that met my needs.				①	②	③	④	⑤	⑨
16. My family had access to services to help us manage deployment related separation and reunion.				①	②	③	④	⑤	⑨
17. My family was able to effectively manage deployment related separation and reunion.				①	②	③	④	⑤	⑨
18. My family has access to information to help us understand general health and lifestyle issues.				①	②	③	④	⑤	⑨
19. Members of my family feel connected to and supported by peers.				①	②	③	④	⑤	⑨
20. Members of my family were referred to appropriate community services and resources when they needed it.				①	②	③	④	⑤	⑨
21. When dealing with crisis, members of my family received the support they needed.				①	②	③	④	⑤	⑨

Finally we would like to obtain some information about you and members of your family. This information will be used in analyzing the responses in this survey and will help us to understand the results.

22. Your gender: (Check one only.)

- ① Female
- ② Male

23. Your age at last birthday:

- ① 18 – 25
- ② 26 – 30
- ③ 31 – 40
- ④ 41 – 50
- ⑤ 51 +

24. Approximately how many times per month do you participate in the services or programs of this centre?

- ① Less than 1
- ② 1 – 2
- ③ 3 – 4
- ④ 5 – 6
- ⑤ 7 +

25. How are you related to the Canadian Forces Member? (Check one only.)

- ① I am the Canadian Forces member
- ② Spouse/Partner
- ③ Parent
- ④ Relative
- ⑤ Other (please explain): _____

26. How long has your family been in the current posting? (Check one only.)

- ① Under one year
- ② 1 – 3 years
- ③ Over 3 years

27. How long has your family been participating in programs offered by this Military Family Resource Centre? (Check one only.)

- ① Under one year
- ② 1 – 3 years
- ③ Over 3 years

Please provide information about all other family members who have participated in services of this centre during the past year.

Person 1	Person 2	Person 3	Person 4	Person 5
28. Gender: ① Female ② Male	31. Gender: ① Female ② Male	34. Gender: ① Female ② Male	37. Gender: ① Female ② Male	40. Gender: ① Female ② Male
29. Age at last birthday: ① 0 – 5 ② 6 – 11 ③ 12 – 17 ④ 18 – 25 ⑤ 26 – 30 ⑥ 31 – 40 ⑦ 41 – 50 ⑧ 51 +	32. Age at last birthday: ① 0 – 5 ② 6 – 11 ③ 12 – 17 ④ 18 – 25 ⑤ 26 – 30 ⑥ 31 – 40 ⑦ 41 – 50 ⑧ 51 +	35. Age at last birthday: ① 0 – 5 ② 6 – 11 ③ 12 – 17 ④ 18 – 25 ⑤ 26 – 30 ⑥ 31 – 40 ⑦ 41 – 50 ⑧ 51 +	38. Age at last birthday: ① 0 – 5 ② 6 – 11 ③ 12 – 17 ④ 18 – 25 ⑤ 26 – 30 ⑥ 31 – 40 ⑦ 41 – 50 ⑧ 51 +	41. Age at last birthday: ① 0 – 5 ② 6 – 11 ③ 12 – 17 ④ 18 – 25 ⑤ 26 – 30 ⑥ 31 – 40 ⑦ 41 – 50 ⑧ 51 +
30. How many times per month does this person participate in services provided by this centre? ① Less than 1 ② 1 – 2 ③ 3 – 4 ④ 5 – 6 ⑤ 7 +	33. How many times per month does this person participate in services provided by this centre? ① Less than 1 ② 1 – 2 ③ 3 – 4 ④ 5 – 6 ⑤ 7 +	36. How many times per month does this person participate in services provided by this centre? ① Less than 1 ② 1 – 2 ③ 3 – 4 ④ 5 – 6 ⑤ 7 +	39. How many times per month does this person participate in services provided by this centre? ① Less than 1 ② 1 – 2 ③ 3 – 4 ④ 5 – 6 ⑤ 7 +	42. How many times per month does this person participate in services provided by this centre? ① Less than 1 ② 1 – 2 ③ 3 – 4 ④ 5 – 6 ⑤ 7 +

43. In addition to participating in programs, I am also a volunteer at this centre:
(Check one only.)

- ① No
- ② Yes

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Annex B Levels of Agreement and Disagreement including the “Does Not Apply To Us” responses

Principles Sub-Scale Items	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Does not Apply to us
1. Staff members of this Military Family Resource Centre treated our family with respect.	2.3	0.9	4.3	23.1	64.1	5.4
2. When we participated in Military Family Resource Centre services, our strengths and abilities were recognized.	1.6	2.2	14.5	32.6	32.2	16.8
3. I am confident that the Military Family Resource Centre and its staff kept confidential any personal information we provided.	2.2	2.0	8.6	27.8	53.0	6.3
4. When we wanted to get involved, there were opportunities for members of my family to participate in planning, providing and evaluating the services of the Military Family Resource Centre.	2.2	3.3	12.2	27.7	33.8	20.8

Personal Development and Community Integration Sub-Scale Items	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Does not Apply to us
1. I am aware of the various services offered by my local Military Family Resource Centre.	2.4	3.3	7.5	37.9	47.2	1.7
2. When we first arrived, members of my family felt welcomed in this community.	3.0	6.0	14.2	30.5	36.0	10.4
3. When moving into this community, civilian members of my family were able to make a successful employment transition.	7.6	9.3	12.1	17.7	15.8	37.5
4. When moving into this community, civilian members of my family were able to make a successful educational transition.	2.5	4.0	9.1	21.8	19.1	43.5
5. Members of my family have had access to services and resources that supported their skill development of personal growth.	1.9	4.8	14.3	35.9	26.9	16.1
6. Members of my family had opportunities to learn the predominant language of this community.	1.1	2.5	9.1	20.7	21.8	44.8

Child and Youth Development and Parenting Support Sub Scale Items	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Does not Apply to us
1. Our preschoolers and children have sufficient opportunities to interact with others.	1.7	2.2	6.6	23.6	34.5	31.4
2. As a parent, I have access to information and resources relevant to children and youth.	1.3	1.9	7.2	31.9	35.8	22.0
3. My family has plans for child care arrangements in the event of an emergency.	3.6	7.6	11.0	21.7	23.2	32.9
4. When my family member was deployed and I really needed it, I was able to obtain emergency respite child care services.	1.9	2.7	7.8	6.1	8.9	72.6
5. Generally speaking, I have been able to obtain affordable casual child care that met my needs.	3.9	4.2	8.9	18.0	20.2	44.7

Family Separation and Reunion Sub-Scale Items	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Does not Apply to us
1. My family had access to services to help us manage deployment related separation and reunion.	2.2	3.4	9.3	15.6	16.1	53.5
2. My family was able to effectively manage deployment related separation and reunion.	1.5	2.4	8.5	16.5	16.6	54.5

Prevention, Support and Intervention Sub-Scale Items	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Does not Apply no us
1. My family has access to information to help us understand general health and lifestyle issues.	1.7	3.3	16.2	40.0	27.1	11.8
2. Members of my family feel connected to and supported by peers.	2.9	6.3	18.5	37.0	25.5	9.9
3. Members of my family were referred to appropriate community services and resources when they needed it.	2.2	4.0	12.7	31.3	27.7	25.1
4. When dealing with crisis, members of my family received the support they needed.	2.2	2.8	9.7	13.9	15.3	56.0

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The overarching aim of the current project was to measure the adherence of Canadian Military Family Resource Centres (C/MFRCs) to some basic principles and values as a way to assess the effectiveness of various C/MFRC programs and/or services. This was accomplished through the development and administration of the *Military Family Services Program (MFSP) Participant Survey*, which assessed the impact of existing programs and services using the following five sub-scales: principles, personal development and community integration, child and youth development and parenting support, family separation and reunion, and prevention, support and intervention. In general, the survey results were positive and did not show that any specific services or resources require significant change. There were no significant differences based on how men and women responded to any of the five sub-scales. However, significant differences were found on the child youth development and parenting support, family separation and reunion, and the prevention, support and intervention sub-scales based on how long the respondent and their families had been using the services at their current C/MFRC. In addition, significant differences were found based on the personal development and community integration sub-scale by whether respondents were a Canadian Forces (CF) member or a relative of a CF member. Finally, significant differences were found on the family separation and reunion scale based on whether respondents participated at a C/MFRC located on an Army, Navy, Air Force or All Services base. Although no services or resources require significant improvements several recommendations are suggested.

Le but global du projet actuel était de mesurer l'adhésion des Centres de ressources pour les familles des militaires canadiens (CRFM/C) à certains principes et valeurs de base de façon à évaluer l'efficacité des divers programmes et services offerts par les CRFM/C. Ce but a été atteint grâce à l'élaboration et à l'administration du *Sondage des participants au Programme des services aux familles des militaires (PSFM)*, qui a permis d'évaluer les conséquences des programmes et services existants au moyen de cinq sous-échelles, soit celles des principes, du développement personnel et de l'intégration communautaire, du soutien au développement des enfants et des jeunes et au rôle parental, du soutien à la séparation et à la réunion des familles ainsi que de la prévention, du soutien et de l'intervention. En général, les résultats du sondage ont été positifs et n'indiquaient pas la nécessité que des changements importants soient apportés à aucun service ou à aucune ressource spécifiques. Il n'y a pas eu de différences considérables quant à la façon dont les hommes et les femmes ont répondu aux questions de chacune des cinq sous-échelles. Cependant, des différences importantes ont été constatées entre les réponses des sous-échelles du soutien au développement des enfants et des jeunes et au rôle parental, du soutien à la séparation et à la réunion des familles ainsi que de la prévention, du soutien et de l'intervention en fonction des années d'utilisation par le répondant et sa famille des services offerts à leur CRFM/C actuel. De plus, des différences importantes ont été constatées dans les réponses de la sous-échelle du développement personnel et de l'intégration communautaire selon que le répondant était un membre des Forces canadiennes (FC) ou un membre de la famille de ce dernier. Enfin, des différences importantes ont été constatées entre les réponses de la sous-échelle du soutien à la séparation et à la réunion des familles selon que les répondants participaient aux activités d'un CRFM/C situé dans une base de l'Armée de terre, dans une base de la Marine, dans une base aérienne ou dans une base où il y a tous les services. Bien que des améliorations importantes ne soient pas nécessaires pour aucun service ou aucune ressource, plusieurs recommandations sont émises.

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